

PERMIT CENTER SERVICE DELIVERY

August 2010

Building Counter Services:

- Walk-in Customer inquiries
 - Monday through Thursday 1 p.m. to 4 p.m. only
 - No availability on Fridays
- Over-The-Counter Permit issuance
 - Monday through Friday 9 a.m. to 12 p.m. & 1 p.m. to 4 p.m. (Minor counter plan review offered)
- Building Plan submittal without appointment
 - Monday through Friday 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.
 - Customers be served as staffing allows
- Building Plan submittal by appointment
 - Monday through Friday at 9 a.m. and 12 p.m. and 1 p.m. to 4 p.m.
 - All customers with appointments will be served
- Residential and Commercial Express Appointments: Approximately 5 appointments per day from 8 a.m. to 4 p.m. Monday through Friday

Planning Counter Services:

- Morning Application Submittals: Approximately 8 Application Submittals Monday through Friday (4 appointments and 4 walk-in submittals)
- Afternoon Walk-in Customer Inquiries and Walk-in Application Submittals: Approximately 16-24 customers from 1 p.m. to 4 p.m. Monday through Friday. Due to staffing levels we are only able to handle one project inquiry per ticket
- All customers with appointments will be served

Planning Phone Service:

- Call (408) 535-3555
- Monday - Thursday 10 a.m. to 12 p.m. & 1 to 3 p.m.
- Friday 10 a.m. to 12 p.m.

Public Works Counter Services:

- Walk-in Customer inquiries/general information, Over-The-Counter Permits, and submittal appointments
 - Monday through Friday: 9 a.m. to 12 noon & 1 p.m. to 4 p.m.

Website addresses:

Building: <http://www.sanjoseca.gov/building/>

Public Works: <http://www.sanjoseca.gov/publicWorks/>

Planning: <http://www.sanjoseca.gov/planning/>